

Communication Matters

Veteran Centered MS Care: Don't Forget the Care Partner!

MSCOE Social Work Education Webinar
January 15, 2013



Presenters

❖ **Alicia P. Sloan, MPH, MSW, LICSW**

Research Social Worker, Research & Special Projects Coordinator
MS Center of Excellence-West, Veterans Health Administration
Veterans Affairs Puget Sound Health Care System, Seattle, WA
alicia.sloan@va.gov

❖ **Margaret Kazmierski, MSW, LCSW-C, MSCS**

Clinical Social Worker, Spinal Cord Injury Coordinator
MS Center of Excellence-East, Veterans Health Administration
VA Maryland Health Care System, Baltimore, MD
margaret.kazmierski@va.gov

Learning Objectives



At the conclusion of this activity, the participant will be able to:

1. Describe general and MS specific research about different types of Veteran - Caregiver relationships.
1. Understand aspects of the NMSS “Relationship Matters” toolkit/course
2. Understand roles of Social Workers / Providers with MS Caregivers and Veterans.
3. Understand why communication skills matter in psychosocial issues with MS Caregivers and Veterans.
4. Know the stages and styles of problem solving with MS Caregivers and Veterans.
5. Know how to recognize conflict with MS Caregivers and Veterans.
6. Know how to recognize safety issues with MS Caregivers and Veterans.

Agenda



Alicia Sloan

1. Epidemiology of the Veteran - Caregiver relationship
 - Caregiver and MS-specific Caregiver research
2. NMSS “Relationship Matters” toolkit/course
 - John Gottman, PhD, research w/relationships
3. Roles of Social Workers with MS Caregivers and Veterans

Maggie Kazmierski

1. Why does communication matter in psychosocial issues?
2. Focusing on problem-solving with the Veteran and Care Partner
 - Stages and styles of problem solving
 - Recognizing conflict
 - Safety issues

Epidemiology of the Veteran and the Caregiver Relationship

Alicia Sloan, MPH, MSW, LICSW

Research Social Worker, Research & Special Projects Coordinator
MS Center of Excellence-West, Veterans Health Administration
Veterans Affairs Puget Sound Health Care System, Seattle, WA

alicia.sloan@va.gov



Caregiver Quote

Husband:

"Why are you going [to psychotherapy]?
I'm the one with the disease."

Caregiver:

"Well, guess affects all of us!"

It's like I told him, it's like three people in a marriage, and MS is the other person.

(Courts, et al., 2005)

Who are the Caregivers?

Caregivers of Veterans = 462

Spouse/partner	70%
Parent/parent in law	16%
Son/Daughter	9%
Other	5%

(Caregivers of Veterans – Serving the Homefront Study, 2010)



Bing Images

Who are the Caregivers?

	Caregivers of Veterans (n = 462)	Caregivers of non-Veterans (n = 1,307)
Female	96%	65%
Spouse	70%	6%
Lives with care recipient	80%	23%
Primary Caregiver	82%	53%
Caregiving for 10 years or more	30%	15%

Adapted from Caregivers of Veterans – Serving the Homefront Study, 2010.

Impact of MS Caregiving on Young Caregivers

Pakenham (2006)Study, 88 Families

- Young Caregivers: age 10 - 20, Average age = 14, 46% male
- Parents with MS = Average age = 44 (range 33–55)
- Mothers w/MS = 84%, Mostly Healthy Fathers = 73%
- Higher levels of family responsibilities than children of 'healthy' parents

Identified 4 Domains of Caregiving Tasks

1. Instrumental (grocery shopping, housework)
2. ADL (toileting, feeding)
3. Psycho-emotional (managing the care recipient's emotional difficulties and personality changes)
4. Social practical care (providing companionship, assisting with physical exercises)

Impact of MS Caregiving Young Caregivers

Costs

- Higher levels of distress and interpersonal difficulties
- Lower life satisfaction and positive affect
- “the parentified child”

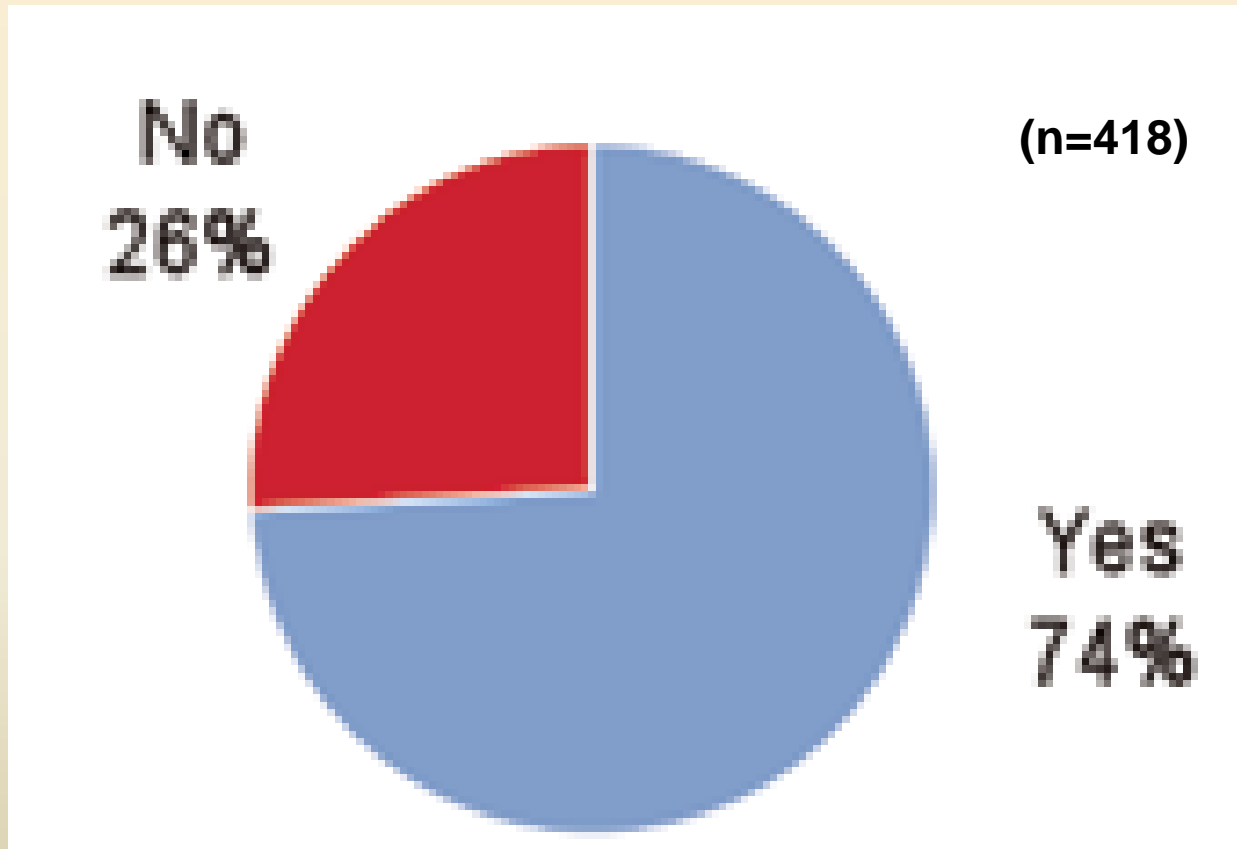
Benefits

- Self-perceived maturity
- Increased confidence in caring
- Strengthened relationships
- Attachment theory (Bowlby, 1969), youth caregiving may strengthen the parent–child bonds

(Arnaud, 1959; Pakenham & Bursnall, 2006;
Yahav et al., 2005, 2006, 2007; Ireland & Pakenham, 2010)

Impact of Veteran Caregiving

Marital Strain from Caregivers of Veterans



Caregivers of Veterans – Serving the Homefront Study, 2010.

Impact of MS Caregiving

Impact on Marriage

- Females more likely abandoned/divorced by husband after diagnosis. (Glantz, 2009)
- But...motivating factor for CGs
 - marriage vows / commitment to marriage important. (Mutch, 2010)

Impact on Relationships/Family

- 42% Frustrated with care recipient
- 14% Increased arguing with care recipient
- 20% Argues with family members about how to best provide care

(Multiple Sclerosis Caregivers Report 2012)

Perception of Support from Caregiver

MSCOE Research

Male Veterans with MS vs. Female Veterans with MS

- Married males perceive higher level of support from CG than females.
- Males perceived more social support and emotional/information and tangible support than females.



Photo from www.va.gov/MS/Family_is_Everything.asp

In General

- If greater perceived social and affectionate support from CG, then less depression in Veteran with MS.

(Williams, Turner, Haselkorn, et al., 2004; Bambara, Turner, Williams & Haselkorn, 2010)

Impact of MS Caregiving on Relationships

Benefits and burdens of caregiving:

- Strengthens relationships
- Loss of personal identity
- Limited support systems and resources

More MS Caregiver research needed in these areas:

- How couples cope with relationship changes
- Transition of partner to caregiver
- Develop interventions to facilitate and support role changes and prevent relational strain

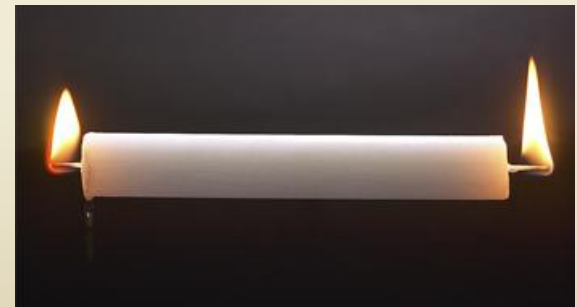
(Kraft, et al., 2008)



Impact of MS Caregiving Spousal Caregivers

Knight, et al., (1997) Psychosocial Consequences Questionnaire

- 55 Spousal MS Caregivers
- Assessed stress associated with caregiving
- Behaviors causing most distress to Caregivers
 - sudden mood changes
 - partner upsetting other people
 - motor problems
 - incontinence
 - pain



Impact of MS Caregiving Spousal Caregivers

Mutch (2010) Qualitative Study, 8 Couples

- Examined the experience of Caregiving of spouse with MS
- Major Motivating Factors
 - ❖ Commitment of Marriage
 - ❖ Marriage Vows



Bing Images

Impact of MS Caregiving Spousal Caregivers

Cheung & Hocking (2004), In-depth Interview MS spousal caregivers

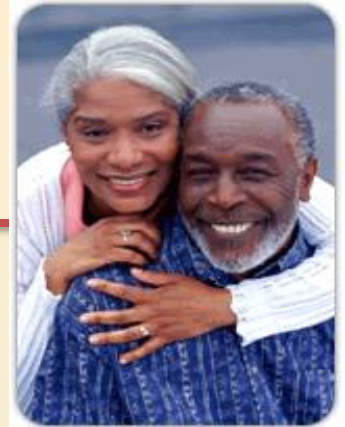
Asked what gives caregivers the courage to “weather illness and adversity in life” and “shape their way of living and coping”?

- ☑ Personal meanings
- ☑ Values
- ☑ Concerns
- ☑ Past experiences
- ☑ Future hopes and dreams
- ☑ Connections with partner and others



Bing Images

Impact of MS Caregiving Spousal Caregivers



Courts, et al., (2005) Husbands and Wives with MS Study

- **Four Themes**

1. Spouses' role as caregivers: men as protectors and women as advocates.
2. Relationship changes: role changes and strengths.
3. Human and environmental barriers.
4. Need for resources (information about MS, complementary treatments, and support services.)

- **Relationship Changes: Positive and Negative**

- Suffering in silence
- MS had changed their roles. Sometimes led to role reversal.
- Significant disagreements and arguments in marriages previously harmonious and calm before MS diagnosis
- Growth and strength.
- Some stronger marriages and relationships after MS diagnosis. they worked at it.
- Men and women process experiences in different ways

Impacts on Relationships: Caregiver Challenges



Relationship/Family

Challenges

- 42% Frustration with care recipient
- 14% Increased arguing with care recipient
- 20% Argues with other family members about how to best provide care

Positive Impact

- 74% Positive impact on relationships with care recipient, children and other family members
- 19% Doing new hobbies with care recipient

(Multiple Sclerosis Caregivers Report 2012)

Marriage

- Females more likely abandoned/divorced by husband after diagnosis. (Glantz, 2009)
- But...motivating factor for CGs - marriage vows and commitment to marriage important. (Mutch, 2010)

Impacts on Relationships: Communication Challenges

- Caregiver and care partner stress highly correlated
- Caregiver distress / depression
- Interpersonal functioning (hostility and interpersonal sensitivity)
- Making sense of MS diagnosis and impact
- Coping with MS and its effects
- Impact on relationship over time
- Emotional reactivity
- Communication issues between partners, parents, children
- Caregivers struggle to keep their own identity
- Mindfulness and Acceptance Interventions are effective

(Pakenham, 1998, 2008; Pakenham and Samios, 2012; Edmonds et al, 2007; Cheung & Hocking, 2004; Carson, et al., 2004; Wachs and Cordova 2007; Sawyer & Semple, 2010)

National Multiple Sclerosis Society (NMSS)

“Relationship Matters”

NMSS “Relationship Matters”

- Relationship Toolkit and 8-hour course from National MS Society (NMSS).
- Funded by Department of Health and Human Services, Administration for Children and Families
- Communication skills workbook for couples who want to enhance their relationship.
- Can be used for any relationship/Caregiver and Care Recipient
- Can help make relationships a priority as couples/partners/family members face life with MS together.
 - to communicate better
 - solve problems
 - resolve conflicts
 - stay connected
- www.nationalmssociety.org/everyday-matters/relationship-toolkit/index.aspx
- [Download handbook](#)

NMSS “Relationship Matters”

- **Building a Healthier Relationship**

- Usually involves making changes
- Changes in how you listen and talk to your partner
- Changes in the way you solve problems

- **General Outline of Workbook**

- ✓ Recognize common communication problems and ways to correct them.
- ✓ Understand different couple styles for solving problems.
- ✓ Develop a plan for de-escalating arguments and conflicts.
- ✓ Use effective communication skills for listening and speaking.
- ✓ Learn ways to protect and repair relationships.
- ✓ Discuss MS challenges/concerns
- ✓ Discuss ways to strengthen relationship through renewed commitments to one another.

NMSS “Relationship Matters”

John Gottman, PhD

- Research on relationship and communication issues w/couples and parents since 1973.
- Gottman’s Research: What behaviors most often predict success or failure in a relationship?
 - NMSS “Relationship Matters” – Gottman’s “What is a healthy relationship?”
- www.gottman.com
 - Smartphone Apps for communication:
 - www.gottman.com/60846/Phone-Apps.html
 - “I Feel” Statements
 - Expressing Needs

NMSS “Relationship Matters”

Gottman’s 6 Tips: “What is a Healthy Relationship?”

1. Edit Yourself

- Avoid saying every critical thought when discussing touchy topics.

2. Soften Your “Start-up”

- Arguments “start up” from the get-go by making a critical or contemptuous remark in a confrontational tone.
- Bring up problems gently and without blame.

3. Accept Influence

- A marriage succeeds to the extent that the husband can accept influence from his wife.
- Husband’s ability to be influenced by his wife (rather than vice-versa) is crucial.
- Women already well practiced at accepting influence from men
- True partnership only occurs when a husband can do so as well.

NMSS “Relationship Matters”

Gottman’s 6 Tips: “What is a Healthy Relationship?”

4. Have High Standards

- Happy couples have high standards for each other even as newlyweds.
- Successful couples refuse to accept hurtful behavior from one another.
- The lower the level of tolerance for bad behavior in the beginning of a relationship, the happier the couple is down the road.

5. Learn to Repair & Exit the Argument

- Successful couples know how to exit an argument.
- Happy couples know how to repair the situation before an argument gets completely out of control.

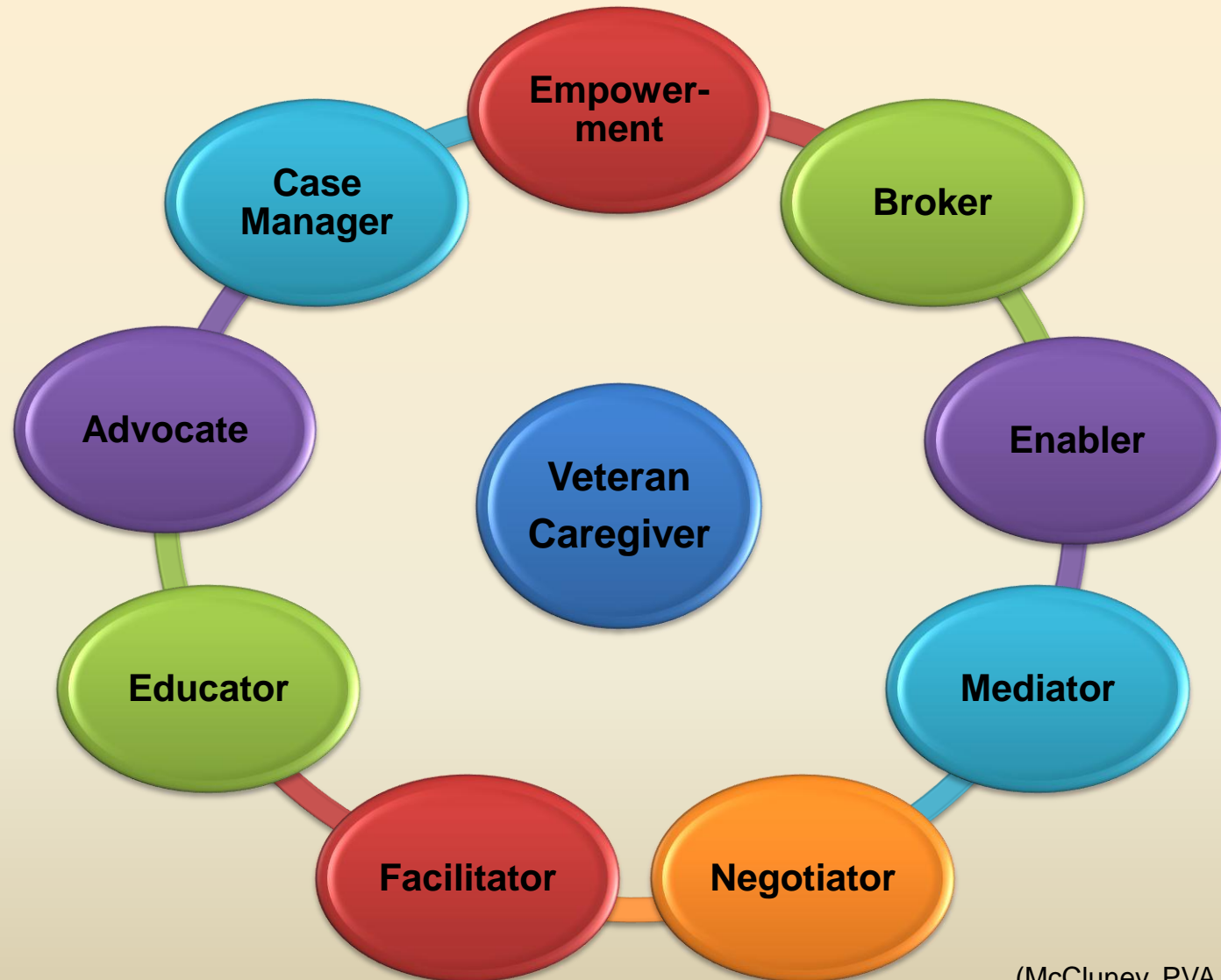
6. Focus on the Bright Side

- In happy marriages, while discussing problems, couples make at least five times as many positive statements to and about each other, and their relationship, as negative ones.
- A good marriage must have a rich climate of positivity.

Roles of the Social Worker



Social Work Roles



(McCluney, PVA Summit, 2012)

Roles of Social Workers



Facilitator

- Bring people together:
Veteran, Caregiver, family, providers.
- Foster an environment of mutual respect and support among all involved.
- Facilitate an open line of communication to you and all involved.

(Baker, 1995)

(Adapted from: McCluney, PVA Summit, 2012)

Roles of Social Workers

Educator

- Provide information and teach skills to Veteran and Caregiver and other provider systems.
- Convey information clearly so it's understood by the Veteran and Caregiver and other entities.

(Zastrow and Krist-Ashman, 1997)

(Adapted from: McCluney, PVA Summit, 2012)

Roles of Social Workers

Enabler

- Help Veteran and Caregiver learn the strategies for different situations.
- Convey hope.
- Help reduce feelings of resistance and ambivalence of Caregiving role.
- Help prioritize and break down problems into parts that may be solved more readily.



(Barker, 1995)

(Adapted from: McCluney, PVA Summit, 2012)

NASW Standards

- NASW Standards for Social Work Practice with Family Caregivers of Older Adults.
 - ❖ Standards and ethics that reflect core elements of social work practice on behalf of family caregivers
 - ❖ Advise social workers who address family caregiving needs in various professional settings
 - ❖ Can be applied to Caregivers of any population.

www.socialworkers.org/practice/standards/NASWFamilyCaregiverStandards.pdf

(National Association of Social Workers, 2010)

Why Does Communication Matter ?

Margaret Kazmierski, MSW, LCSW-C, MSCS

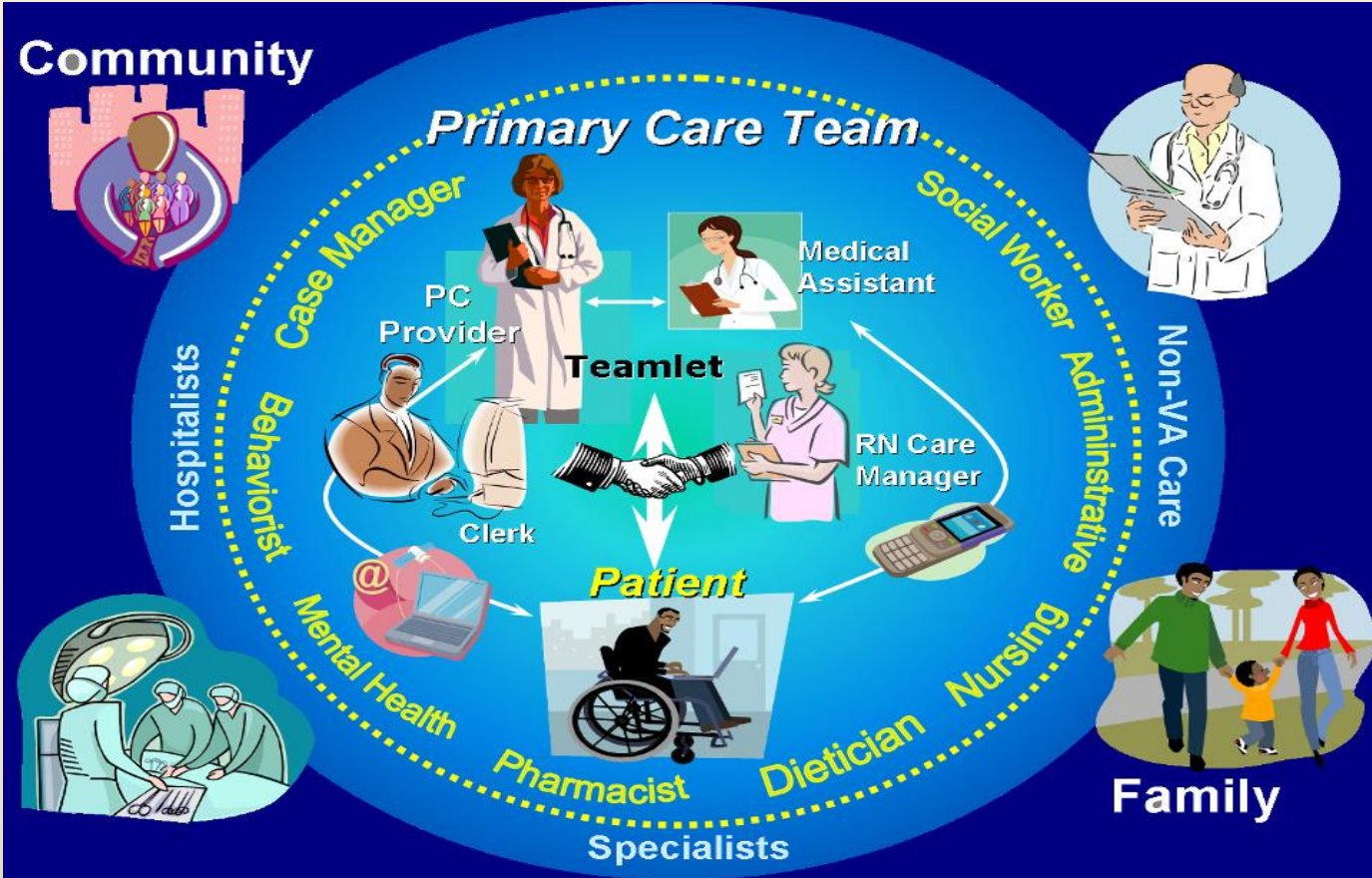
MS Centers of Excellence-East
VA Maryland Health Care System
Baltimore, MD



Why Does Communication Matter?

- **Patient Centered Care**-listening to the needs and concerns of the Veteran *and* the Caregiver/partner = **Better Health Care Outcomes!**
- **Institute of Medicine (IOM) research connects the dots between communication and better outcomes:**
 - Fewer Medical Errors
 - Better patient and carepartner satisfaction
 - Better adherence to TREATMENT PLANS
 - Fewer medical malpractice suits
 - Increased job (provider) satisfaction

PACT MODEL



PHILOSOPHY OF CARE

- Patient Centered Care:
 - Incorporates shared-decision making
 - Encourages self-management
 - Supports self-care techniques
 - Facilitates information sharing and effective communication (use of technology)
 - Ensures coordination across the health care system

PHILOSOPHY OF CARE

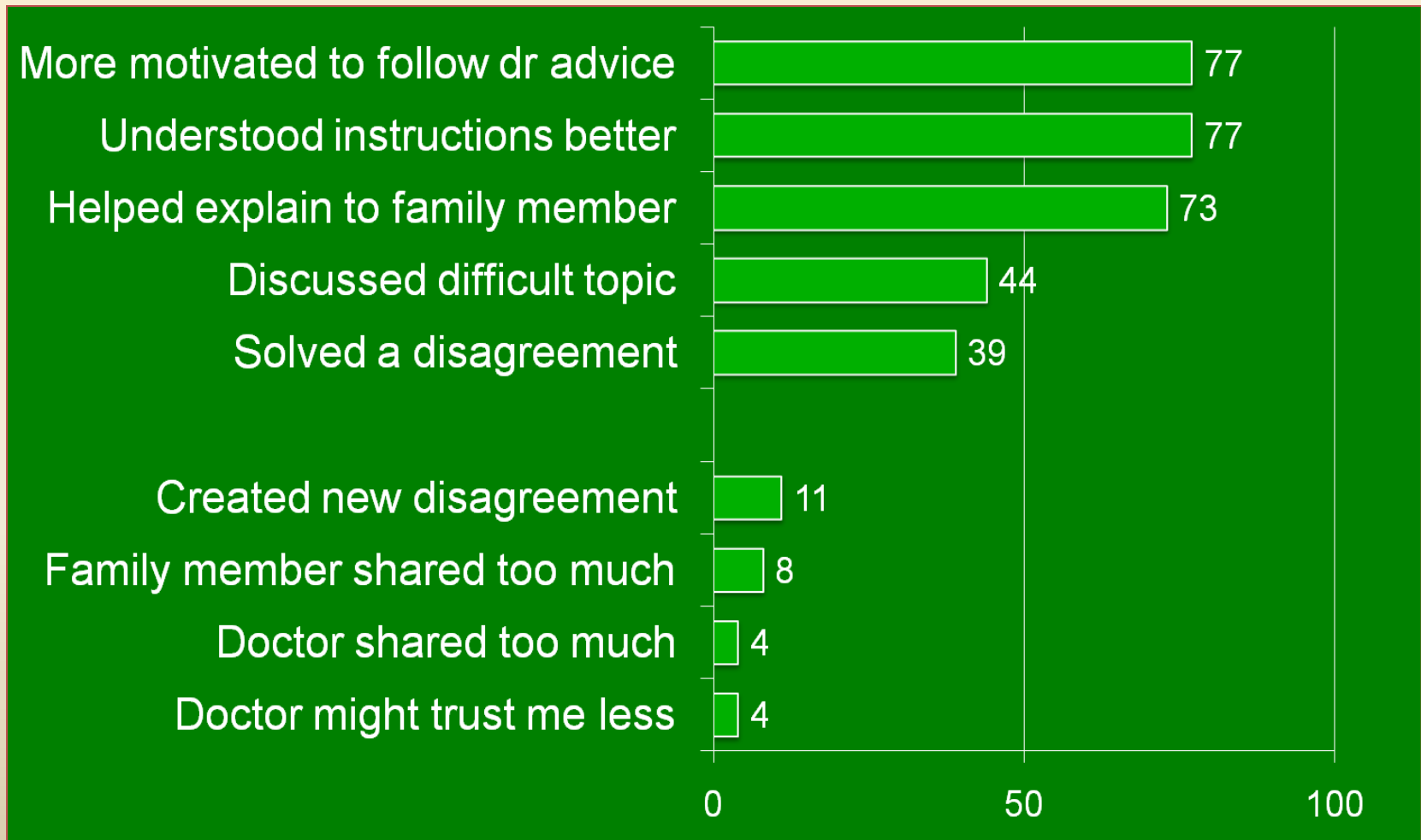
- Patient Centered Care:
 - Recognizes psychosocial factors that contribute to effective disease management
 - Continuous use of education, lifestyle coaching, and ongoing communication to deliver whole-person care
 - Effective coordination of resources for optimal function in community

Why Does Communication Matter ?

- Improved Communication effects on Patient and Caregiver/partner:
 - Better emotional health for both
 - Better symptom resolution
 - Improved functional status
 - Improved pain control

Why Does Communication Matter ?

Consequences of Caregiver Involvement with the Medical Team:



Why Does Communication Matter ?

- Health Care is a HUMAN RELATIONSHIP
- Chronic Illnesses, no longer one health management issue
- On-going relationship, not just a focus on cure or curing but MANAGING
- Carepartners influence the outcome of health care management, too.

Focusing on Problem Solving w/Veteran and Care Partner:

One Size Doesn't Fit All...



Focusing on Problem Solving w/Veteran and Care Partner:

- Stages of problem solving usually follow a familiar pattern for those who address problems intentionally:

Listening:

Using active listening to understand the Veteran's/Caregiver's position on the issue

Persuading:

Once all partners feel understood, they attempt to influence the other's position

Focusing on Problem Solving w/Veteran and Care Partner:

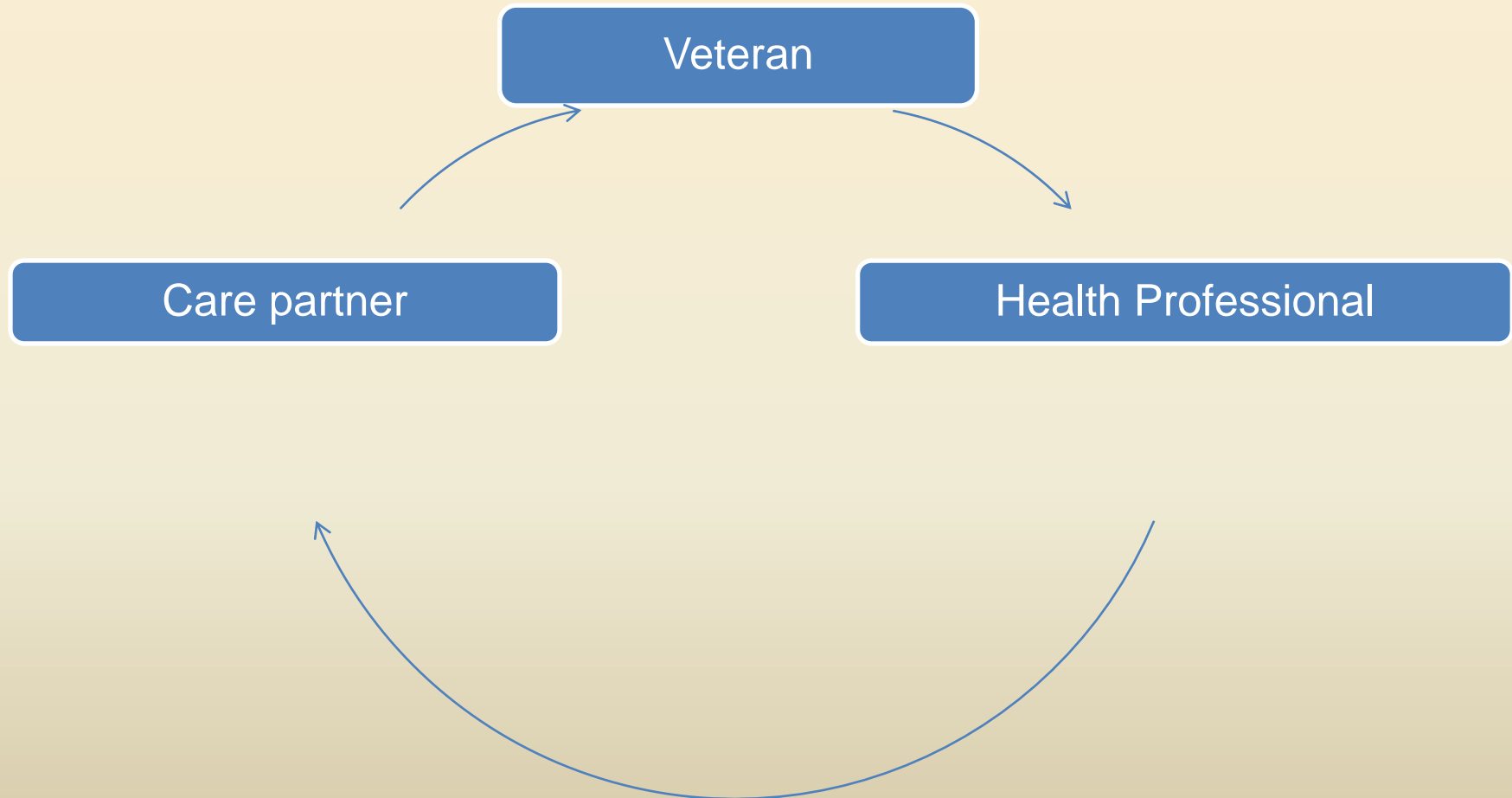
Negotiating:

Needs are discussed and everyone reaches a compromise

Compromise:

Everyone agrees to terms that are accepted by all involved in the decision making

Focusing on Problem Solving w/Veteran and Care Partner:



Focusing on Problem Solving w/Veteran and Care Partner:

- Three Different Styles of Problem Solving:
 - VALIDATING
 - Comprise and calmly work out problems
 - CONFLICT-AVOIDANT
 - Agree to disagree, rarely confrontational
 - VOLATILE
 - Passionate communications, arguments

Focusing on Problem Solving w/Veteran and Care Partner:

- Recognizing Conflict (with the couple or within the Provider-Patient-Partner relationship):
 - Conflict is inevitable for most of us
 - Most conflict (59%) between a couple/partnership are unresolved
 - Resolving conflict thru COMPROMISE

Focusing on Problem Solving w/Veteran and Care Partner:

- Resolving Conflict:
 - Do not blame
 - Use “I” statements and describe behaviors or situations without judgment
 - Be polite
 - Stick to one request
 - Use Active Listening skills and reflect and clarify

Focusing on Problem Solving w/Veteran and Care Partner:

- What's the bottom line for all?
- Define areas of greater flexibility
- Look for a middle/common ground
- Try to understand everyone's point of view (validate)
- Explore common goals
- Explore ways to work towards common goal
- Stay positive

Safety Concerns

- Domestic Violence: Abuse can be physical, sexual, emotional, economic or psychological actions/behaviors that influence another person.
- If a partner is afraid or basic needs are being withheld....contact SW immediately....
- Report suspected abuse.

Resources and References

VA Caregiver Resources

Note: To connect directly to websites listed, make sure you are in “Slide Show” view and hover mouse over hyperlink and click.

- ❖ **VA Caregiver Website:** www.caregiver.va.gov
 - **VA Caregiver Website Toolbox:** www.caregiver.va.gov/toolbox_landing.asp
 - **VA Caregiver Workbook:** [www.caregiver.va.gov/pdfs/Caregiver Workbook V3 Module 1.pdf](http://www.caregiver.va.gov/pdfs/Caregiver_Workbook_V3_Module_1.pdf)

- ❖ **VA MSCOE website:** www.va.gov/ms

NMSS Resources

Note: To connect directly to websites listed, make sure you are in “Slide Show” view and hover mouse over hyperlink and click.

MS and Care Partners Web Page

www.nationalmssociety.org/living-with-multiple-sclerosis/relationships/carepartners/index.aspx

For children, Ages 5-12

[Someone You Know Has MS: A Book for Families](#) (.pdf)

Teenagers

[When a Parent Has MS: A Teenager's Guide](#) (.pdf)

Families

[PLAINTALK: A Booklet About MS for Families](#) (.pdf)

Caregiver self care

[Care for the Care Partner](#) (.pdf)

Other Websites for Caregivers

Note: To connect directly to websites listed, make sure you are in “Slide Show” view and hover mouse over hyperlink and click.

- **Communication Tips & Assisting a Caregiver:**

www.familycaregiving101.org/assist

www.familycaregiving101.org/assist/communicating.cfm

- **Consortium of MS Centers (CMSC):**

www.mscares.org/cmssc/News/Web-Sights-MS-Caregivers-2.html

- **Paralyzed Veterans of America:**

www.pva.org/site/c.ajlRK9NJLcJ2E/b.6306123/k.B389/Caregivers_Support.htm

- **Rosalynn Carter Institute for Caregiving:**

www.rosalynncarter.org

References from NMSS “Relationship Matters: A Program for Couples Living with MS”

- Note: To connect directly to websites listed, make sure you are in “Slide Show” view and hover mouse over hyperlink and click.

NMSS “Everyday Matters” Program Online:

www.nationalmssociety.org/everyday-matters/relationship-toolkit/index.aspx

Participant Handbook: [Download handbook](#)

1. Chapman, G. (1995). The five love languages. Chicago: Northfield Publishing.
2. Gottman, J. (1994). Why marriages succeed or fail. New York: Fireside Books.
3. Gottman, J. & Silver, N. (1999). The seven principles for making marriage work. London: Orion Publishing Group.
4. Gottman, J. & Schwartz — Gottman, J. (2001). The art and science of love: A workshop for couples. Washington: The Gottman Institute.
5. Gottman, J. (2004). Marriage Tips 101. Retrieved June 3, 2009, from www.gottman.com
6. Grayson, H. (2003). Mindful loving: 10 practices for creating deeper connections. New York: Gotham Books — Penguin Group.
7. Hursh, T. (2004). Active Listening. Retrieved July 1, 2009, from WikEd http://wik.ed.uiuc.edu/index.php/Main_Page
8. Markman, H., Stanley, S. & Blumberg, S. (2001). Fighting for your marriage. California: Jossey-Bass-John Wiley & Sons.
9. Markman, H., Stanley, S. & Jenkins, N. (2006). Prevention and relationship enhancement program. Colorado: PREP Educational Products.
10. Mehrabian, A. (1971). Silent Messages. Wadsworth, Belmont, CA.
11. National Healthy Marriage Resource Center. (2008). Emotional Cheating. Retrieved March 12, 2009, from www.healthymarriageinfo.org/docs/emotionalcheating.pdf
12. Peale, N.V. (2007). Power of Positive Thinking. Retrieved July 12, 2009, from <http://self-improvement-ebooks.com/books/tpopt.php>

Presentation References

Note: To connect directly to websites listed, make sure you are in “Slide Show” view and hover mouse over hyperlink and click.

- Bambara, J., Turner, A., Williams, R., and Haselkorn, J. (2011) Perceived social support and depression among Veterans with multiple sclerosis. *Disability and Rehabilitation*, 33(1): 1–8.
- Barker, R. (1995). *The Social Work Dictionary* (3rd ed.) National Association of Social Workers/N A S W Press, Washington, D.C.
- Caregivers of Veterans – Serving the Homefront study (2010).
www.caregiving.org/data/2010_Caregivers_of_Veterans_FULLREPORT_WEB_FINAL.pdf
- Chechak, D., *The Roles of a Social Worker*, retrieved July 15, 2012. www.scribd.com/doc/7852257/The-Roles-of-a-Social-Worker
- Cheung J . & Hocking P. (2004). Caring as worrying: the experience of spousal carers. *Journal of Advanced Nursing* ,47(5), 475–482.
- Courts, Newton, & McNeal, (2005). Husbands and Wives Living with Multiple Sclerosis. *Journal of Neuroscience Nursing*, 37:1, 20-27.
- Edmonds, P., Vivat, B., Burman, R., Silber , E. and Higginson, I. (2007). ‘Fighting for everything’: service experiences of people severely affected by multiple sclerosis. *Multiple Sclerosis* 2007; 13: 660-667.
- Houts, P., Nezu, A., Nezu , C. and Bucher, J. (1996). The prepared family caregiver: a problem-solving approach to family caregiver education. *Patient Education and Counseling*, 27, 63-73.

Presentation References

- Knight, RC., Devereux, HP. , Godfrey, D. [Psychosocial consequences of caring for a spouse with multiple sclerosis](#). Journal of Clinical and Experimental Neuropsychology. Vol. 19, Iss. 1, 1997.
- Kraft, G., Johnson, K., Yorkston, K., Amtmann, D., Bamer, A., Bombardier, C., Ehde,, D., Fraser R., & Starks, H. (2008). Setting the agenda for multiple sclerosis rehabilitation research. Conference Report. Multiple Sclerosis,, 14: 1292-1297.
- Multiple Sclerosis Center of Excellence. (2012). About MSCOE. Retrieved July 13, 2012. [www.va.gov/ms/About the Multiple Sclerosis Centers of Excellence.asp](http://www.va.gov/ms/About_the_Multiple_Sclerosis_Centers_of_Excellence.asp)
- Mutch, K. (2010). In sickness and in health: experience of caring for a spouse with MS. British Journal of Nursing,19(4), 214-219.
- National Association of Social Workers. (2010) NASW Standards for Social Work Practice with Family Caregivers of Older Adults. Retrieved July 15, 2012. www.socialworkers.org/practice/standards/NASWFamilyCaregiverStandards.pdf
- Pakenham, K. (2001). Application of a stress and coping model to caregiving in multiple sclerosis. Psychology, Health & Medicine, 6(1), 13-27.
- Pakenham, K. (2008). The nature of sense making in caregiving for persons with multiple sclerosis Disability and Rehabilitation, 30(17), 1263 – 1273.
- Pakenham, K. I. (1998). Couple coping and adjustment to multiple sclerosis in care receiver – carer dyads. Family Relations, 47, 269–277.
- Seigel, S., Turner, A., and Haselkorn, J. (2008). Adherence to Disease-Modifying Therapies in Multiple Sclerosis: Does Caregiver Social Support Matter? Rehabilitation Psychology, 53:1, 73–79.
- Suppes, M. and Cressy Wells, C. (2003). The Social Work Experience: An Introduction to Social Work and Social Welfare. McGraw-Hill Humanities/Social Sciences/Languages, New York, New York.
- Social Work: Roles of a Social Worker. Retrieved July 15, 2012. www.csc.edu/cpsw/sw/careers/roles.csc

Presentation References

- The National Family Caregivers Association and the National Alliance for Caregiving (2001). A Report on Formative Focus Groups: Conducted for The Family Caregivers Self-Awareness and Empowerment Project. Lake Snell Perry & Associates. Washington, D.C. Retrieved on July 15, 2012. www.caregiving.org/research/caregiving-research/general-caregiving
- Williams, R., Turner, A., Hatzakis, M., Chu, S., Rodriguez, A., Bowen, J., and Haselkorn, J. (2004) Social Support Among Veterans With Multiple Sclerosis. *Rehabilitation Psychology*, 49:2, 106–113
- Yessian, M.R., & Broskowski, A. (1983). *Generalists in human-service systems: Their problems and prospects*. Prentice Hall.
- Zastrow, C., & Kirst-Ashman, K. (1997). *Understanding human behavior and the social environment* (4th ed.). Wadsworth Publishing Company.

Wachs and Cordova 2007;

Sawyer & Semple, 2010

Carson, et al., 2004;

Pakenham and Samios, 2012

Obtaining CME/CE Credit

- ❖ For continuing education credit for this activity please visit:

QUESTIONS?

COMMENTS?

